



Rossera Service Requests for ERP Accelerator (RSRA)

Capture & validate requests across finance, HR, Payroll and supply chain with approvals before submission to client CRM as error-free requests

Rossera: From system complexity to operational empowerment: We enable true Oracle ERP process transformation.

Business Automation Challenges

Free form data has high error & failure rates as users enter the wrong data or fail to provide the correct information. Well formed, complex user facing data is difficult to capture directly in the CRM.

Four Critical Pain Points:

- ▲ **Process Bottlenecks:** Free-form requests and failed submissions stall service fulfillment, creating delays & frustrations.
- ▲ **Manual Workflows:** Shared Services waste capacity chasing missing information and re-processing failed requests.
- ▲ **Compliance Gaps:** Incorrect or incomplete data risks policy breaches & audit issues.
- ▲ **Data Quality Issues:** CRM tools are not designed for structured data capture, especially when ERP reference data is required (locations, workforce types, persona-driven defaults).

The impact on the business: High error rates & failed requests cause costly delays, compliance risks, wasted Shared Services effort and causes employee frustration.

Introducing The Rossera Way

Our unique **Rossera Way** methodology combines structured processes with purpose-built tools such as **Rossera ProcessSense®** to create repeatable, scalable results that enhance your Oracle Fusion or E-Business Suite ecosystem.

Rossera Service Requests for ERP Accelerator (RSRA): Captures & validates structured service request data with configurable approvals, seamless ERP/CRM integration and user-friendly self-service tracking.

Key Features:

- ▲ Real-time ERP validation against master data at point of entry.
- ▲ Automated workflow routing with configurable approval hierarchies.
- ▲ Seamless Oracle/CRM integration with full audit trail creation.
- ▲ Self-service interface requiring no ERP training.

User Experience: Simple online forms with dropdown validation, status tracking and automated notifications - making complex Oracle processes accessible to any business user.



Proven results that speak for themselves

Government Client

- ▲ Over 80 well data capture and approval processes capturing well formed ERP validated data.
- ▲ Accurate, well formed CX-Rightnow Service Request creation.
- ▲ Automatic CX Service queue allocation.
- ▲ Reduction in Shared Service SR failure rates and reprocessing.

Who it's for

Organisations that rely on Shared Services or back-office teams to manage high volumes of HR, workforce and finance service requests.

HOW WILL THEY KNOW:

- ▲ Frequent delays and rejected requests?
- ▲ Shared Services overloaded with chasing missing data?
- ▲ CRM systems struggling with structured, complex requests?
- ▲ Ongoing compliance and audit risks?
- ▲ Employees frustrated by slow processes and lack of visibility?

Summary

The Rossera Way Accelerators provide quick-win implementation, leveraging existing Oracle investment with minimal business disruption to empower teams to get the best out of their Oracle ERP systems.

